

Forgot or Locked my Secret Answer

What do I do if I forgot my ePass Montana Username and/or Password

ePass Montana is not a system supported by the Department of Labor and Industry; it is a service offered by the State of Montana.

Employees of the Department of Labor and Industry CANNOT reset your ePass Montana passwords or user names.

Click on the “Forgot your Username or Password?” link at the bottom of the ePass Montana Home Dashboard. If you still cannot reset your Username and/or Password, contact ePass Montana Customer Service by calling (406) 449-3468 or email them at epass@egovmt.com

NOTE: If you reset your ePass username, you will have to sign up for UI eServices for Employers again. There is a one to one ratio between the ePass username and the account with UI eServices, meaning they are attached. If the username is changed, then you may be required to set up a new UI eServices account.

What do I do if I forgot my UI eServices for Employers Secret Answer?

1. Click the “Unable to Login” tab
2. The Username field will be populated with your ePass Montana user name
3. Type UI eServices Email address (this will be the email address you set up when you first set up your eServices account)
4. Choose an ID type from the drop down box
 - a. FEIN
 - b. SSN
 - c. UI Account Number
5. Type in the ID number
6. Type the Mailing Address Zip Code we have on file
7. Click the radio button next to “Reset Your Secret Answer”
8. Click “Submit”
9. View and/or Print Confirmation pop up box

Note: An email will be sent to your preferred UI eServices email account containing a Temporary Code to log in. This code is active for your account a total of four hours. Use this Temporary Code to log in. Once the code has been used, UI eServices for Employers will require you to reset your Secret Answer.

What do I do if I have locked myself out of my UI eServices account by typing in the password incorrectly five times?

1. Click the “Unable to Login” tab
2. The Username field will be populated with your ePass Montana user name
10. Type UI eServices Email address (this will be the email address you set up when you first set up your eServices account)
3. Choose an ID type from the drop down box

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- a. FEIN
 - b. SSN
 - c. UI Account Number
4. Type in the ID number
 5. Type the Mailing Address Zip Code we have on file
 6. Click the radio button next to "Unlock Your Account"
 7. Click "Submit"
 8. View and/or Print Confirmation pop up box

Note: The account will be unlocked once "Submit" is pressed. Log in using your Secret Answer. If you still cannot log in, click the "Unable to Login" tab again and reset your Secret Answer using the instructions to reset your Secret Answer.